

IN THE CLAIMS:

1. (Original) A method of maintaining an elevator installation or an escalator installation with a maintenance center physically separate from the elevator or escalator installation, the method comprising the steps of:

transferring performance-relevant data from the elevator or escalator installation to the maintenance center;

linking the performance-relevant data in the maintenance center with at least one operating parameter to form an installation capacity utilization; and

transmitting a protocol with respect to the installation capacity utilization to a customer separate from the maintenance center.

2. (Original) The method according to claim 1, including transmitting the protocol at least one of electronically and as a postal transmission to the customer.

3. (Original) The method according to claim 1, further including generating an invoice in the protocol with respect to at least one of the installation capacity utilization that has been used, a degree of availability of the elevator or escalator installation, a total number of journeys of the elevator or escalator installation, a distribution in time or space of the journeys of the elevator or escalator installation, a total number of and reasons for faults in the elevator or escalator installation and a number of previous maintenance calls and a term of a next maintenance call.

4. (Original) The method according to claim 3, further including settling the invoice with respect to the installation capacity utilization that has been used by at least one maintenance payment of the customer.

5. (Original) The method according to claim 4, including transmitting the invoice electronically to the customer and electronically remitting at least one maintenance payment to an account of a person responsible with the maintenance of the elevator or escalator installation.

6. (Original) The method according to claim 3, including transmitting the invoice electronically to the customer and electronically remitting at least one maintenance payment to an account of a person responsible with the maintenance of the elevator or escalator installation.

7. (Original) The method according to claim 3, further including transmitting the invoice with respect to the installation capacity utilization that has been used in maintenance periods of less than one year.

8. (Original) The method according to claim 7, including transmitting the invoice quarterly.

9. (Original) The method according to claim 8, including transmitting the invoice monthly.

10. (Original) The method according to claim 9, including transmitting the invoice weekly.

11. (Original) The method according to claim 3, further including transmitting the invoice after consumption of predefined customer work.

12. (Original) The method according to claim 7, further including transmitting the invoice after consumption of predefined customer work.

13. (Original) The method according to claim 3, including transmitting the invoice at least one of after fulfilment of a predefined number of journeys and after a predefined travel distance has been covered.

14. (Original) The method according to claim 1, further including providing at least one threshold value of the installation capacity utilization via the maintenance center and transmitting this threshold value to the customer in the protocol with respect to installation capacity utilization.

15. (Original) The method according to claim 14, further including transmitting at least one statement for clarification of falling below or exceeding the threshold value of the installation capacity utilization to the customer in the protocol, transmitting at least one statement with respect to upgrade cost to the customer in the protocol, and transmitting at least one invoice for the upgrade to the customer in the protocol.

16. (Original) A system for maintenance of an elevator installation or an escalator installation, comprising:

a maintenance center physically separate from the elevator or escalator installation;

at least one data transfer device operative to transfer performance-relevant data from the elevator or escalator installation to the maintenance center;

at least one data processing system arranged to link the performance-relevant data with at least one operating parameter to form an installation capacity utilization; and

at least one data transfer device operative to transmit a protocol with respect to the installation capacity utilization to a customer separate from the maintenance center.